

# Regional Council

---

**December 16, 2004 12:00-2:00 p.m. Utah Valley Regional Medical Center Clark Auditorium Provo, Utah**

---

## ATTENDEES

Anna Larson, DWS  
 Bill Hulterstrom, Utah Co. United Way  
 Britt Mathwich, Homestead Resort \*new member  
 Bryan Kessinger, DWS  
 Casey Peterson, DWS  
 Christie Hulet, Micron Technology  
 Darin Peirce, Macey's  
 Darren Fox, Department of Health  
 David Ostrom, DWS  
 DeAnn Geary, Geary Construction  
 Debbie Fotheringham, DWS  
 Deborah Van Leeuwen, (Council Vice Chair), Bear Creek Country Kitchens  
 Gary Ashby, Life Story  
 Jay Butler, DWS  
 Jeff Lindstrom, Orem Red Lobster  
 Joseph Miner, Department of Human Services  
 Julia Mohr, Child Care & Referral  
 Julie Lay, DWS  
 Karen Daniels, DWS  
 Karen Larsen, DWS  
 Ken Fisher, Geneva Rock  
 Ken Walker, (Council Chair), IHC  
 Lacey Cherrington, E Partner Net - East Bay \*new member  
 Larry Ellertson, Lindon Mayor  
 Lesa Carter, DWS  
 Marlene Pelham, Far West Bank  
 Melissa Finch, DWS  
 Myla Dutton, Community Action Services  
 Pablo Pineyro, Nestle  
 Pam Jenkins, Division of Rehabilitation Services  
 Paul Magleby, Paul Magleby & Associates  
 Rickie Bryan, Union Representative  
 Rob Brems, MATC  
 Rod Crockett, Provo School District/Applied Technology  
 Ron Tiffany, Veteran Representative  
 Sam Jarmon, Alpine School District \*new member  
 Shauna Mace, DWS  
 Violet Smit, DWS

## EXCUSED

Duane Frisby, Division of Rehabilitation Services  
 Karlyn Norton, Xactware  
 Kelly Liljenquist, Nestle  
 Tim Dahlin, Park City Christian Center

## WELCOME – Ken Walker

- Correction to October 21, 2004 Minutes: Add Gary Ashby to the “Excused” Column.
- Gary Ashby motioned that the October 21, 2004 Regional Council Minutes be approved as written and corrected.
- Bill Hulterstrom seconded the motion.
- Approved by all.
- Gary Ashby made motion for approval of Sam Jarmon as a new Mountainland Regional Council Member.
- Seconded by Christie Hulet.

- All Approved
- Mr. Ashby then motioned for approval of Britt Mathwich as a new Council member.
- Mr. Hulterstrom seconded.
- All approved.
- Brent Platt, a community partner in eligibility services, is Director of DCFS Western Region Administration.
- December 1, 2004 Diversity Conference
  - Excellent, excellent and excellent per all evaluations! Thank you Dave Ostrom and Jeff Lindstrom for your work in getting this program together.
  - 150 people attended.
  - Employers out there have a real need for these types of conferences.
- Winners of the Region Director Award of Excellence were Jay Butler and Joe Edman. Nominees included Anna Larson and John Talcott. Melissa Finch and Karen Daniels were nominees for the State DWS Manager of the Year Award.

#### **STATE OF THE REGION UPDATE – Melissa Finch**

- DWS appreciates you. The volunteers on the Regional Council give incredible energy and commitment.
- Story: A 7-year old girl was taking a trip to her grandmother's house a long distance away. While traveling, the girl made Santa a list. After dinner, the girl sat down with her grandmother who noticed how long the list was. The grandmother then tells a story about a little girl from Denmark. She was placed in an orphanage at the age of 7. The Master of the orphanage was very strict and made the children work every day of the year. Neither holidays nor fun was ever observed. However, on Christmas morning – because of the pressure from his peers and supporters of the orphanage – there would be a large Christmas tree and an orange for each child. The orange had to be earned by not looking at the tree until Christmas morning. Christmas Eve found the children with their work completed and in bed, but the little girl lay there thinking and thinking about it and the orange which she had never tasted! Finally, when all the other children were asleep, she slipped out of bed and crept downstairs to see the tree. An attendant saw her and escorted her back upstairs to bed. The punishment came Christmas morning when the little girl was restricted from going downstairs. No orange for her! When the usual work was completed for the day, the children gathered around the little girl and handed her a napkin that held an orange section!
- There is an orange in front of you to remind you of how much you mean to us!
- Thank you, Ken and IHC for hosting and for the generous and delicious Prime Rib lunch!

#### **OUTSTANDING CUSTOMER SERVICE RECOGNITION – Ken Walker**

- Rob Brems, President of the Mountainland Applied Technology College, has advised employers on training programs for their employees to improve the quality of their workforce and ultimately the profitability of their business. It is exciting to work with him with his commitment. He is always looking for better ways to meet customers' needs.

#### **MEMBER SPOTLIGHT – Ken Walker, Intermountain Health Care**

- Why does IHC matter to the communities? Among the reasons are:
  - Nonprofit
  - Clinical excellence
  - Access for those unable to pay
  - IHC facilities and physicians are located close to the people who need them. About half of IHC's 21 hospitals are rural.
  - Six clinical programs: cardiovascular, oncology, women and newborns, intensive medicine, primary care, pediatric specialties, patient safety initiative
  - Directed by more than 300 community represented volunteer trustees.
  - 25,000 employees
  - IHC has ranked #1 America's best health care system overall in four of the last five years.
  - Provided \$12 million support to Utah medical education programs in 2003.

- IHC's is a story of hope. Annually train 1,500 + students in IHC facilities; medical pilots 5,000 missions each year.
- 20 hospitals in Utah – 3 in Utah County – 1 in Burley, Idaho. One is being bid in Park City, Utah.
- **Most Recent Utah County Event:** IHC has opened up a clinic that is all run by volunteers down in the new public health building 151 South University Avenue, Provo. Open 2 nights a week for those who cannot afford health care. Amazing stories have come from this operation. No costs to patients.

#### **MEDICAL INSURANCE INFORMATION FOR EMPLOYERS – Dianna Bernard, Health Plans**

- Employer and Payer Healthcare Cost Challenges: Employers are underwriting 80% of health care.
- Healthcare Trends
  - Increasing Medical Expenses: The average medical expense increase over the past six years is more than 10%.
  - Changing Expense Mix: Receiving out patient costs less; professional services are growing – more procedures are being done in office. Pharmacy continues to increase. Utah's less than the national averages.
- Factors Driving Healthcare Premiums 2004
  - Cost shifting to commercial sector due to increased uncompensated care from Medicare and Medicaid reimbursement policies.
  - Growing uninsured population and aging population
  - Fee schedule increases in excess of Medical CPI
  - Increase incidence of costly medical conditions, including obesity, diabetes, asthma
  - Fears of malpractice have resulted in providers practicing defensive medicine
- The cost of health insurance for some large Employer HPI groups is significant. Rising costs/premiums remain the number one worry for all employers. They are trying to find the right balance between costs and benefits. Employers actively looking for new health insurance options and funding mechanisms and take the responsibility for their employees health seriously. Small employers face a greater challenge managing higher costs
- What can employers do to stop the cost spiral? Engage employees.
  - Promote healthy life styles with incentives for weight control, exercise, and participation in disease management programs.
  - Make it easy for employees to exercise
  - Focus on family members as well as employee
  - Tailor the education to the demographics of your workforce, for e.g., heart healthy programs for older employees
  - Educate employees on misused benefit features
  - Help pay for preventive care.
  - Offer on-site health screenings.
- Manage your plan effectively and know the laws affecting your insurance
- Make sure that those who are supposed to participate do and those who shouldn't, don't. It can cost you a lot not to do this.
- Legislative Concerns: Plans are mandated to change. Costs get passed on. Know what the impact is because you will pay the cost.
- Association Health Plans AHP proposed national legislation which would allow certain trade associations to pool together, small businesses to purchase or self-fund health care coverage.
- Summary: Costs and demand continue to increase. Traditional means of coverage aren't effective at managing costs. Active involvement is very important. Study your trends; adjust benefits; work closely with your broker and insurance company; implement a program that rewards behavior change.
- Question: Even though costs may not be changed, will the new 2005 health plans be effective?
- Answer: There is not yet enough actual data to answer this question. It is probably a couple of years out. However, it may work for some employers now.

- The highest contributors to rising health care are: Over utilization of hospitals, physicians and pharmacy trends. Insurance is there for you to use, but save where you can – go to a clinic instead of the Emergency Room.
- Healthcare and Insurance are different. An employer could pay out six thousand dollars per employee and this would be less than paying premiums for a five hundred dollars deductible.

### COMMITTEE BREAK OUTS

- New Council Member Assignments
  - Lacey Cherrington, Employment Services
  - Britt Mathwich, Business Services
  - Sam Jarmon, Eligibility Services

### MATC – Rob Brems

- The Regional Council Employment Services Committee is sponsoring a Job Survival Skills taskforce. Karen Larsen will develop the taskforce description. It has been recommended that Karen Daniels, Manager of the Provo Employment Center, chair this.
- Purpose: The Job Survival Skills taskforce will explore ways to help DWS case managed customers gain skills in job readiness and job retention. Tools would include: workshops, worksite learning, mock interviews, structured job search, etc. Community partnerships supporting these goals will be sought.
- The Mountainland Applied Technology College is involved in this very thing and might be of help with teaching needed skills.

### COMMITTEE REPORTS

- Employment Services - Rob Brems
  - MATC will do diesel mechanic custom fit training for Geary Construction (DeAnn Geary) January-February 2005.
  - Dee Martin at UVSC will set up apprenticeship program training for updating mechanic skills.
  - Cabbalas will be coming to Lehi. Their training and continuing education for employees on through an Associates Degree is a great model for all of us to be considering of how to help employees keep learning and be more efficient for our companies.
  - A press conference has announced Bridge and Iron hiring 80-100 workers in the Provo area. Let DWS hustle and locate the potential welders and other workers, and then MATC has the capability of doing specific trainings, etc.
  - An additional taskforce has been created under the Employment Services Committee. It is *The Job Survival Skills Taskforce*.
- Business Services - Jeff Lindstrom
  - Congratulations to all who helped with the Diversity Training at Thanksgiving Point, 12/1.
  - The Diversity presenter Scott Warrick, was well prepared. The survey showed the Seminar was very successful. The attendees were very satisfied. Everyone should be required to attend this Seminar. The world would be a better place. The material was extremely interesting and Mr. Warrick did not shy away from difficult topics. I, myself, did not realize how offensive I could be without knowing. DWS does a great job in organizing, preparations and is incredible with the conferences they provide for businesses. Right on the mark! Next Steps:
    1. Gather feedback from some who attended and learn how their company rolled it out.
    2. Gather information on what was successful. Do we want to do another diversity seminar with the same presenter next year? More time would be needed for planning and marketing.
  - Focus will be given to targeted industries. Some of these employers participate in Council. What types of issues are they facing and how can DWS help?
  - Worksite Learning: Could Council members help in providing opportunities for worksite learning in their companies? How can the Council promote this idea?
- Eligibility Services - Darren Fox

- Over the past year, much effort has been given outreach to Seniors, Hispanic, Asian Pacific Islander and Single Mother populations. As of October the presentations numbered 58, and we are counting!
- Activities include participation in the Eldridge Center Senior Fair – medical assistance and Food Stamps; the Continuum of Care dealing with senior issues; Anna participated on the Foster Grandparents project. This Committee will do more with the young mothers program as well as assist with Utah Saves.
- Youth - Rod: January 5, 2005 is the next Youth Council. The WIA program is alive, growing and doing very well.

#### ROUND TABLE

- Utah United Way's new initiative is Utah Saves. "Utah Saves is a strategic initiative that brings the community together to help all Utahns build wealth, reduce debt, and create long-term financial security." Many banks and institutions are involved.
- Sub for Santa: The number of families assisted has reach the 2,000 mark. The Program requires each family goes through a built in self-sufficiency component. **Three hundred twelve (312) families still need a sponsor. Call 356-6300 or go to [www.unitedwayuc.org](http://www.unitedwayuc.org).**
- April 28, 2005 is the Full Council Retreat. What are some of the things you want to see presented? Any particular topics? Is there a presenter you would like seen brought in? **Please be thinking and let Julie know prior to February 24. [jlay@utah.gov](mailto:jlay@utah.gov).** The Retreat will include work on the 2004-2005 DWS/Council goals.
- There is no answer to insurance coverage. Just roll up our sleeves and turn it around.
- This Council has accomplished a lot of great things! Thanks again for all of the committees and the excellent work they do in minimizing challenges. Happy Holidays!

#### NEXT FULL COUNCIL MEETING

- February 24, 2005
- 12:00 Noon
- Location: Far West Bank 59 West, 900 North Springville

#### ADJOURNED

- 1:59 p.m.